

State Board of Embalmers & Funeral Directors

STATE BOARD REPORT

April 2016

The Honorable
Jeremiah W. (Jay) Nixon
Governor

Department of Insurance, Financial
Institutions and
Professional Registration
John M. Huff
Director

Division of Professional Registration
Kathleen (Katie) Steele Danner
Division Director

State Board of Embalmers and Funeral Directors

Collin Follis, Chairman
Fredericktown, Missouri

Gary Fraker, Vice Chairman
Marshfield, Missouri

Jerald Dickey, Secretary
Harrisonville, Missouri

Eric Pitman, Member
Wentzville, Missouri

Ken McGhee, Member
Hazelwood, Missouri

Vacant, Public Member

Staff

Sandy Sebastian, Executive Director
Lori Hayes, Inspector
Leah Hauck, Processing Technician II
Lisa Wildhaber, Examiner Supervisor
Randall Jennings, Examiner
Betty Lilley, Examiner

State Board of Embalmers
and Funeral Directors

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GREETINGS FROM THE STATE BOARD OF EMBALMERS AND FUNERAL DIRECTORS

Collin Follis, Chairman



It is my honor to serve as the current chairman of the State Board of Embalmers and Funeral Directors. During my tenure as chairman, which began in April 2015, the board has continued to review each of its existing regulations as well as newly proposed drafts. It is anticipated that the review of the final drafts will be during one of the board's upcoming meetings. Following the final review of the drafts the board office will make the most recent drafts available in a grouping for individuals to review as the process of filing moves forward. A sincere thank you to all of those who have provided

their input, suggestions and recommendations as the board has moved through this lengthy review process.

The board would like to welcome our most recently appointed member, Ken McGhee. Ken was appointed by Governor Nixon on August 26, 2015 and replaces James Reinhard, who served on the board from April 29, 2004 to August 25, 2015. James not only served as member but also served as chairman of the board. The board appreciates James' many years of dedication and commitment.

I would like to take this opportunity to encourage everyone to subscribe to a free subscription service to receive e-mail notification and/or text messages of important information disseminated by the board office. Information can include things such as data relating to upcoming meetings, renewals, future newsletters, etc. Please see below for the process you can take to ensure you stay informed.

GET BOARD NEWS

If you would like to receive e-mail notification and/or a text of upcoming meetings, renewal information, etc, please subscribe to a free subscription service by scrolling to the bottom of the board's website and clicking the "Get Embalmers & Funeral Directors Board News" icon.

Visit <http://pr.mo.gov/embalmers.asp> to sign up.
You can change your account preferences at any time.

MEET THE BOARD



Collin Follis,
Chairman



Gary Fraker,
Vice Chairman



Jerald Dickey,
Secretary



Eric Pitman,
Member



Ken McGhee,
Member

MESSAGE FROM DIVISION DIRECTOR



Kathleen
Steele-Danner

During my first year working at the Division of Professional Registration, I have taken advantage of every opportunity to learn and improve, to address unexpected issues and work toward positive outcomes. I have familiarized myself with our 40 professional licensing boards and commissions and have become knowledgeable of our various processes. This includes applications, the administration of examinations, our timelines for issuing renewal licenses, and the procedures in place to conduct investigations into possible disciplinary action. I am heartened by the patience and collaboration manifested by all of our team members and volunteer board appointees.

My education was enhanced last July when a White House report was published entitled "Occupational Licensing: A Framework for Policymakers." This report, prepared by the U.S. Department of the Treasury Office of Economic Policy, the Council of Economic Advisors and the U.S. Department of Labor, outlines the growth of licensing over the past several decades, its costs and benefits, and its impacts on workers and work arrangements. The report recommends several best practices to ensure that licensing protects consumers without placing unnecessary restrictions on employment, innovation, or access to important goods and services. Comparatively, Missouri's licensing laws, rules, and policies benefit consumers through higher-quality services and improved health and safety standards. Licensing also helps practitioners to professionalize, encouraging individuals to invest in occupational skills and creating

career paths for licensed workers.

In order for the economy to successfully continue to innovate and grow, we must ensure that we are able to take full advantage of all of Missouri's talented labor. Working together, our staff and board leaders embrace our mission to serve and protect the public. We strive to provide an accessible, responsible and accountable regulatory system – one that protects public health and welfare while promoting economic growth, innovation, competition, and job creation.

FAREWELL



James Reinhard



Archie Camden

The members and staff of the State Board of Embalmers and Funeral Directors would like to thank James Reinhard for his years of service to the State Board of Embalmers and Funeral Directors. Mr. Reinhard was appointed on April 29, 2004 by Governor Holden and served until August 25, 2015 when Governor Nixon appointed Kenneth McGhee to replace him.

The members and staff would also like to thank Archie Camden for his years of service as public member to the State Board of Embalmers and Funeral Directors. Mr. Camden was appointed October 26, 2010 by Governor Nixon and served until February 4, 2016.

PRENEED SELLER FINANCIAL EXAMINATIONS

At its January 6, 2016 meeting, the State Board of Embalmers and Funeral Directors reviewed and approved the following directives relating to the Preneed Seller Financial Examinations

After research, consultation with other agencies and utilizing in house resources, staff and counsel make the following recommendation for preneed seller financial exams to begin in January, 2016 and to continue until such time as the board determines it is necessary to amend these directives:

GENERAL BOARD DIRECTIVES TO STAFF

1. Examinations are done to fulfill the board's statutory direction in Section 436.470, RSMo, to conduct financial examinations of each preneed seller at least once every 5 years.
2. Examinations are done within the scope of the board's statutory authority and to fulfill the board's purpose of protecting the public by ensuring that preneed sellers are complying with their statutory requirements and duties.
3. Examinations are done for the purpose of ensuring that sellers are safeguarding preneed funds and that the funds are properly utilized per contracts with the consumer and in accord with statutory requirements.
4. Staff shall work diligently and with good faith and fairness to ensure that each financial exam is conducted lawfully and with professional conduct to fulfill the board's directives.
5. Staff is directed to prepare a written financial exam procedures handbook to be used by all examiners in conducting financial examinations. Staff will provide the board an update as to the status of the procedural handbook at the Fall 2016 meeting of the board.
6. Staff may request information from sellers, as authorized by statute, as part of any financial examination, may utilize techniques required to confirm information provided by sellers including contacting preneed contract purchasers to

confirm payments made and utilizing any of the other statutory authorities granted to the board to ensure final reports on financial examinations are as accurate as possible. Staff may request information from sellers, consumers, from providers, from preneed agents, from banks and from other fiduciaries, but staff must seek board approval to utilize any court or administrative process to require any person to comply with any staff request for information.

SCOPE OF EXAMS

7. For all preneed sellers, the examiners shall confirm:
 - Seller's seller license is current and active; (§ 333.320, RSMo)
 - Seller affirms that it has provided the Board with copies of all preneed contracts, as requested; (§ 436.420, RSMo)
 - Preneed contracts meet the minimum statutory requirements; (§ 436.425, RSMo)
 - Seller maintains adequate records of preneed contracts and related agreements; (§436.465, RSMo)
 - Seller provides written notification to consumers of any change in funding source; (§436.425, RSMo)
 - Consumer funds are properly and timely deposited and consumer payments are tracked by the seller; (§§ 436.430, .450 and .456, RSMo)
 - Seller has contracts with its providers and trustee; (§§ 333.320 and 436.420, RSMo)
 - Seller maintains its fulfilled contracts and related records for 5 years; (§ 436.465, RSMo)
 - Seller records confirm seller's reporting on annual reports; (§ 436.460, RSMo)
 - Seller properly handled cancellations or transfers in accordance with statute; (§ 436.456, RSMo)
 - Seller complies with statutes regarding payments at death of preneed beneficiary; (§§ 436.430, .450, .455, RSMo)
 - The examiner shall also note in the financial examination report any other findings that the seller is not in compliance with provisions of Chapters 333, 436, RSMo, related to being a preneed seller;

FINANCIAL EXAMINATION CONT.

- Staff shall look at 100% of all active preneed contracts that have been sold since the last financial examination and may look at a sampling of other active and fulfilled preneed contracts, at the direction of the financial supervisor and Executive Director, as required to assure fulfillment of the general directives of the board as set forth in these guidelines.
8. For trust funded preneed contracts, the examiner shall also:
 - Confirm that the trust agreement complies with statutory requirements found in Chapters 333 and 436, RSMo.;
 9. For joint account funded preneed contracts, the examiner shall also:
 - Confirm that joint accounts are under joint control of the seller and the purchaser; (§436.455, RSMo)
 - Confirm that 100% of consumer paid funds are in the joint account; (§436.455, RSMo)
 10. For insurance funded preneed contracts, the examiner shall also:
 - Confirm that the seller is not the owner of the insurance policy, for preneed contracts under the new law; (§ 436.450, RSMo)
- ination report or it may provide any other response the seller wishes the board to consider.
3. After the response time has passed, the financial examination report and the licensee's response shall be considered by the examination committee. The examination committee may take one of the following actions:
 - The committee may accept the financial examination report if it has no exceptions or if all exceptions have been resolved and direct staff to close the exam;
 - The committee may accept the seller's plan to resolve the exceptions and give the seller up to 18 months to resolve the exceptions, at the committee's discretion;
 - The committee may offer additional direction to the licensee as to what is required to resolve the exceptions and the committee may offer the licensee additional time to resolve the exceptions, but no longer than 18 months unless there are special circumstances, at the committee's discretion;
 - The committee may refer the financial examination report and the seller's response to the full board for further action.
 4. The examination committee shall have no authority to seek any judicial action or to initiate any disciplinary process.

FINANCIAL EXAMINATION EVALUATION PROCEDURES

1. For each financial examination, the examiner shall prepare a financial examination report with any necessary attachments to be submitted to the financial supervisor.
2. Upon receipt of a completed financial examination report, unless there is a need for immediate action as set forth in Sections 333.330.4 or 333.335, RSMo, board staff shall send a copy of that financial examination report to the licensee for response and the licensee shall be given at least 30 days to file a written response with the board. This response may dispute the findings and provide evidence to support the seller's response, it may present a plan to remedy the exceptions noted in the final examination report or it may provide any other response the seller wishes the board to consider.
3. After the response time has passed, the financial examination report and the licensee's response shall be considered by the examination committee. The examination committee may take one of the following actions:
 - The committee may accept the financial examination report if it has no exceptions or if all exceptions have been resolved and direct staff to close the exam;
 - The committee may accept the seller's plan to resolve the exceptions and give the seller up to 18 months to resolve the exceptions, at the committee's discretion;
 - The committee may offer additional direction to the licensee as to what is required to resolve the exceptions and the committee may offer the licensee additional time to resolve the exceptions, but no longer than 18 months unless there are special circumstances, at the committee's discretion;
 - The committee may refer the financial examination report and the seller's response to the full board for further action.
4. The examination committee shall have no authority to seek any judicial action or to initiate any disciplinary process.
5. Upon direction by either the examination committee or the full board to close a financial examination, board staff shall provide the seller with a written notice that the exam has been closed.

THE CONFERENCE ANNOUNCES CHANGES IN EXAM ADMINISTRATION

The Conference announced the return of instant results reporting as of January 1, 2016 for all National Board Exam (NBE) candidates. In addition to receiving the pass/fail report immediately following the exam at the testing center, candidates will now also have continuous access to their results through the online Pearson VUE account created during the registration process.

In order to facilitate the return to instant results reporting, all NBE candidates must be verified graduates of an American Board of Funeral Service Education (ABFSE) program prior to sitting for the NBE. To prepare for the transition back to immediate reporting, Projected Graduation Date Forms were no longer accepted after October 1, 2015. The National Board Exam and State Board Exam retake policies also changed at that time. Beginning on January 1, 2016 eligible candidates may sit for the NBE or SBE up to three times in one calendar year.

The 90-day wait period for NBE and the 30-day wait period for SBE are still applicable. Overall, this policy change will affect a very small number of exam candidates, but will promote exam security by limiting the possibility of exam overexposure. Questions and/or comments can be directed to the Examination Services Manager at exams@theconferenceonline.org.



CALENDAR OF EVENTS

May 31, 2016 Funeral Director/Embalmer
Licenses Expire

June 14-15, 2016 Board Meeting (St. Louis)

September 14-15, 2016 Board Meeting
(Jefferson City)

October 31, 2016 Preneed Seller/Preneed Provider
Licenses Expire

November 30, 2016 Preneed Agent/Funeral Director
Agent Licenses Expire

December 7-8, 2016 Board Meeting (Kansas City)

PRENEED PER CONTRACT FEE IS ADJUSTED

The State Board of Embalmers and Funeral Directors filed an emergency rule and at the same time filed a proposed amendment to adjust the per contract fee that preneed sellers are to submit with the annual report from \$36 to \$25. The rule is finalized and effective. This adjustment in the fee impacts any contracts sold on or after September 1, 2015.

Preneed sellers will submit those fees with the filing of the Seller's Annual report which is due no later than October 31, 2016.

Anyone with questions may contact the board of office at embalm@pr.mo.gov or by calling (573) 751-0813.

VISIT OUR WEB PAGE

Go to pr.mo.gov/embalmers to view the State Board of Embalmers and Funeral Directors' web page.

You will find information relating to the following:

- Current board members
- Staff members
- Open meeting minutes
- Laws and rules
- Application forms
- Complaint form
- Change of address form
- Meeting information
- Statistics
- Disciplinary actions
- Licensee search

OTHER PLACES TO VISIT ON THE WEB

- The Conference — theconferenceonline.org
- ABFSE — abfse.org
- MFDEA — mofuneral.org
- NFDA — nfda.org

IMPORTANT NOTE

Please keep the State Board of Embalmers and Funeral Directors informed of your current mailing address and e-mail address as many notifications come to you via e-mail notices.

You can add or change your address or e-mail address using the Change of Address form on the board's website pr.mo.gov/embalmers.

THINGS TO KNOW

Delinquent Taxes – Section 324.010, RSMo, requires the Division of Professional Registration to provide the Department of Revenue with the names of everyone applying for or renewing a license. Those individuals are required to have paid all state income taxes, and to have filed all necessary state income tax returns for the preceding three years. If individuals have failed to pay their taxes or have failed to file tax returns their license will be subject to suspension within 90 days of being notified by the Missouri Department of Revenue of any delinquency or failure to file. This requirement was enacted in 2003 in House Bill 600 and became effective July 1, 2003. If individuals receive a letter from the board they will need to contact the Missouri Department of Revenue at (573) 751-7200 and resolve the issue with their office. Once the issue is resolved individuals will need to provide the board office with a copy of the compliance letter. As a reminder suspension is a disciplinary action that restricts practice and is a matter of public record.

Duplicate Licenses — Licensees can be issued a duplicate license by submitting written notification by mail, facsimile (573) 751-1155, or e-mail embalm@pr.mo.gov.

Licenses To Be Displayed — Section 333.091, RSMo, states, “All licenses or registrations or duplicates thereof, issued pursuant to this chapter shall be displayed at each place of business.”

Employment Relationships — Board regulation 20 CSR 2120-2.020 states, “Each Missouri licensed embalmer or Missouri licensed funeral director shall notify the board within (30) days of each address change of the Missouri licensed funeral establishment at which s/he is practicing and shall notify the board within thirty (30) days of any termination or creation of an employment relationship with a Missouri licensed funeral establishment.”

APPRENTICESHIP REQUIREMENTS

The board office receives many inquiries relating to both funeral director and embalmer apprenticeships from both the apprentice applicants as well as supervisors.

The board's regulation, 20 CSR 2120-2.060 FUNERAL DIRECTING states that for a funeral director apprentice, a successful apprenticeship consists of the following:

1. completed service as an apprentice funeral director for a period consisting of at least twelve (12) consecutive months in a Function “C” funeral establishment; and
2. filing with the board a notarized affidavit (s) signed by the apprentice and his/her supervisor(s) that he/she had arranged for and conducted a minimum of ten (10) funeral ceremonies under the supervision of a Missouri license funeral director.

The funeral director apprentice shall devote a minimum of 15 hours per week during the period of apprenticeship.

Once the apprenticeship is successfully completed as defined in the board's regulation, the funeral director apprentice registration shall become null and void.

Any Missouri licensed funeral director who allows a former apprentice who has completed his/her apprenticeship to engage in the practice of funeral directing before that apprentice is fully licensed shall be subject to discipline for misconduct.

An applicant has two (2) years to complete the apprenticeship and meet all other requirements for licensure, including passing the required examinations before the application expires.

The board's regulation 20 CSR 2120-2.010 EMBALMER'S REGISTRATION AND APPRENTICESHIP states that an embalmer apprenticeship shall

1. be at least twelve (12) consecutive months,
2. devote at least thirty (30) hours per week to his/her duties as an apprentice embalmer;
3. embalm at least twenty-five (25) dead human bodies.

An applicant has five (5) years from date of graduation from an accredited program.

Section 333.041.3 (5), RSMo, states that the apprenticeship must be done under the personal supervision of an embalmer who holds a current and valid Missouri embalmer's license or an embalmer who holds a current and valid embalmer's license in a state with which the Missouri board has entered into a reciprocity agreement. The section further defines “personal supervision” as the licensed embalmer being physically present during the entire embalming process in the first six months of the apprenticeship and physically present at the beginning of the embalming process and available for consultation and personal inspection within a period of no more than one hour in the remaining six months of the apprenticeship period.

Prior to completion of the period of apprenticeship, the apprentice embalmer shall achieve a grade of seventy-five percent (75%) or greater on the Missouri law exam.

Please take a moment to review the board's statutes and regulations for a more complete the list of requirements for licensure for both embalmers and funeral directors.

DISCIPLINARY ACTIONS

Taken between January 1, 2015 and February 29, 2016

Licensee Name	License Type	License Number	Effective Date	Discipline Terms
Neil Travis, Sherry Travis, Brian Noe dba Travis-Noe Funeral Home	Preneed Seller	2009039862	01/06/2015	Probation 1 year
Evelyn Michel dba Howard H. Michel Funeral Home	Preneed Seller	2009038563	01/16/2015	Probation 3 years
Morgan, Matthew	Funeral Director	2013013358	01/21/2015	Probation 5 years or until the board receives notice from licensee of the end of court ordered probation
Funeral Directors Service Inc	Funeral Establishment	2015002918	01/30/2015	Probation 1 year
Shannon, Matthew	Embalmer/Funeral Director	2005038187	02/11/2015	Probation for a period ending upon the end date the board receives notice from licensee of the end of court ordered probation or five years whichever occurs first
Poe, Ronald	Funeral Director Apprentice	2014027302	03/22/2015	Suspension for failure to file state tax returns or fail to pay state tax liabilities
Dush, Harrison	Preneed Funeral Director Agent	2012000071	04/21/2015	Suspension for failure to file state tax returns or fail to pay state tax liabilities
Williams, Ray	Preneed Agent	2012042155	04/21/2015	Suspension for failure to file state tax returns or fail to pay state tax liabilities
Monroe, Andre	Preneed Funeral Director Agent	2014008748	4/21/2015	Suspension for failure to file state tax returns or fail to pay state tax liabilities
Williams, Kristin	Preneed Agent	2013045472	05/03/2015	Suspension for failure to file state tax returns or fail to pay state tax liabilities
Kolkmeier, Leland	Embalmer/Funeral Director/Preneed Funeral Director Agent	007365/ 005294/ 2010000221	05/06/2015	Revocation

DISCIPLINARY ACTIONS CONT.

Taken between January 1, 2015 and February 29, 2016

Licensee Name	License Type	License Number	Effective Date	Discipline Terms
Crocker, Gregory	Funeral Director	005772	05/06/2015	Revocation
R.E. Schaefer & Associates Inc dba Schaefer Mortuary Service	Funeral Establishment	002460	05/20/2015	Probation 1 year
R Schaefer Mortuary Service Inc dba Thomas and Sons Service Co	Funeral Establishment	2009014181	07/10/2015	Probation 1 year
Goodwin, Ashley	Funeral Director	2015026607	07/28/2015	Probation for a period to run from the effective date and to end on the date that the board receives written notice from Goodwin, with documentation from the court, that her probation for January DUI has ended or for five years whichever occurs first
Boston, Karley	Embalmer/Funeral Director	2015023885/ 2015023886	07/13/2015	Probation 1 year
SM Cunningham Funeral Home Inc dba SM Cunningham Funeral Home	Funeral Establishment	2005013821	08/01/2015	Probation 1 year
Richards Funeral Home Inc dba East Prairie Funeral Chapel	Funeral Establishment/ Preneed Provider	2015029497/ 2015029498	08/18/2015	Probation 6 months
Austin A. Layne Mortuary Inc	Preneed Seller	2015032015	09/08/2015	Probation 3 years
Austin Layne Bel Nor Chapel LC	Preneed Seller	2015032013	09/08/2015	Probation 3 years
Layne Renaissance Chapel LLC	Preneed Seller	2015032014	09/08/2015	Probation 3 years
Sondra Shipman dba Shipman Funeral Home	Preneed Seller/Preneed Provider	2009039207/ 2009039206	09/25/2015	Probation 5 years
Shipman, Sondra	Funeral Director	004493	09/25/2015	Probation 5 years
Shipman, Derek	Funeral Director	006414	09/25/2015	Probation 5 years

DISCIPLINARY ACTIONS CONT.

Taken between January 1, 2015 and February 29, 2016

Licensee Name	License Type	License Number	Effective Date	Discipline Terms
Nigro, Michael	Funeral Director Apprentice	2015010139	09/30/2015	Suspension for failure to file state tax returns or fail to pay state tax liabilities
Sowers Funeral Chapel Inc dba Williams Funeral Chapel	Funeral Establishment	2007030548	10/10/2015	Probation 1 1/2 years
Young & Sons Funeral Home Inc	Preneed Seller	2009039707	11/01/2015	Suspension for failure to file annual report on or before its due date
BCG Enterprise LLC dba Family in Crisis Funeral Service	Preneed Seller	2015017666	11/01/2015	Suspension for failure to file annual report on or before its due date
Calvin F Feutz Funeral Home Inc	Preneed Seller	2009038164	11/01/2015	Suspension for failure to file annual report on or before its due date
Estelle L May dba HT May & Son Funeral Home	Preneed Seller	2010003042	11/01/2015	Suspension for failure to file annual report on or before its due date
George H Treaster dba White Funeral Home	Preneed Seller	2010003431	11/01/2015	Suspension for failure to file annual report on or before its due date
Pete Chulick Undertaking Co Inc dba Chulick Funeral Home	Preneed Seller	2010000239	11/01/2015	Suspension for failure to file annual report on or before its due date
Polley Funeral Homes LLC	Preneed Seller	2009039723	11/01/2015	Suspension for failure to file annual report on or before its due date
Sebbeto Funeral Home Inc	Preneed Seller	2009039289	11/01/2015	Suspension for failure to file annual report on or before its due date
Serenity Memorial Funeral and Cremation Service LLC dba Serenity Memorial Funeral and Cremation Service	Preneed Seller	2014033748	11/01/2015	Suspension for failure to file annual report on or before its due date

DISCIPLINARY ACTIONS CONT.

Taken between January 1, 2015 and February 29, 2016

Licensee Name	License Type	License Number	Effective Date	Discipline Terms
Goodwin, Ashley	Preneed Funeral Director Agent	2015041703	11/25/2015	Probation for a period to run from the effective date and to end on the date that the board receives written notice from Goodwin, with documentation from the court, that her probation for January DUI has ended or for five years whichever occurs first
Watkins Heritage Chapel LLC dba Watkins Heritage Chapel	Preneed Provider	2011033159	12/04/2015	Probation 1 year
Rahmeyer, Gary	Funeral Director	006757	12/05/2015	Probation 5 years
Morris, Malcolm	Preneed Funeral Director Agent	2015044418	12/23/2015	Probation 1 year
Friday, Oscar	Embalmer/Funeral Director	006193/ 004809	12/25/2015	Probation 3 years
Wilbert Funeral Services, Inc dba Ozark Wilbert Vault Company	Funeral Establishment	2016001467	01/15/2016	Probation 1 year
Wilbert Funeral Services, Inc dba Kansas City Wilbert Vault	Funeral Establishment	2016001468	01/15/2016	Probation 1 year
Wilbert Funeral Services, Inc dba Versailles Wilbert Vault	Funeral Establishment	2016001465	01/15/2016	Probation 1 year
Wilbert Funeral Services, Inc dba Cape Wilbert Vault	Funeral Establishment	2016001466	01/15/2016	Probation 1 year
Werner, Kelley	Embalmer/Funeral Director	2001030432/ 2000172126	02/09/2016	Probation 5 years
Wood Family Funeral Home Inc	Preneed Seller	2009039856	02/11/2016	Probation 5 years
Deborah and Randy Sheldon dba Sheldon-Goodrich Funeral Home	Preneed Seller	2009038845	02/17/2016	Probation 2 years
Moore, Shane	Funeral Director	006082	02/25/2016	Probation 1 year
Ulmer Funeral Home LLC	Preneed Seller/Funeral Establishment/Preneed Provider	2009039146/ 2004002155/ 2009039147	02/25/2016	Probation 1 year

Information specific to each action can be found on the board's website at
<http://pr.mo.gov/embalmers-discipline.asp>

YEAR END REPORT

Information based on fiscal year

Active Licensees/Registrations	2011	2012	2013	2014	2015
Embalmers	1104	1051	1091	1026	1060
Funeral Directors	2285	2168	2241	2101	2168
Limited Funeral Directors	24	19	23	24	27
Funeral Establishments	685	679	690	681	687
Preneed Providers	575	576	578	585	587
Preneed Sellers	331	331	328	328	332
Preneed Agents	179	198	196	199	219
Preneed Funeral Director Agents	987	972	964	984	989
Temporary Funeral Directors	0	0	0	0	0

Totals	6170	5994	6111	5928	6069
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Licensees/Registrations Issued	2011	2012	2013	2014	2015
Embalmers	26	31	29	34	24
Embalmer Apprentices		25	25	18	22
Embalmer Practicums		34	36	33	23
Retired Embalmers	0	24	0	11	1
Funeral Directors	63	35	66	61	53
Limited Funeral Director	2	0	4	6	1
Funeral Director Apprentices		73	83	63	70
Temporary Funeral Director	0	0	0	0	0
Retired Funeral Directors	0	53	0	35	1
Funeral Establishments	33	37	28	40	26
Preneed Sellers	12	13	11	11	13
Preneed Providers	33	25	21	26	20
Preneed Agents	66	65	44	53	57
Preneed Agent Funeral Directors	65	37	34	57	55

Totals	300	452	381	448	366
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Examination Administration	2011	2012	2013	2014	2015
Missouri Law Examinations	215	216	237	204	205
State Board Arts Examinations	60	50	105	59	84
Embalmer Oral Examinations (no longer required)	8	3	0	0	0

Inspections	2011	2012	2013	2014	2015
Inspections	739	708	712	733	715
Cited Violations	112	131	100	60	72

Complaints	2011	2012	2013	2014	2015
Consumer Complaints	91	47	53	44	114
Complaints - Board Initiated	25	22	28	83	113
Investigations - Board Initiated	21	13	13	9	20
Denials	1	0	0	0	3

YEAR END REPORT CONT.

Information based on fiscal year

Discipline Actions	2011	2012	2013	2014	2015
Revocation	3	6	1	0	4
Suspension	14	23	11	28	56
Suspension per § 324.010	23	8	16	7	23
Probation	9	18	28	22	36
Censure	1	0	0	0	0
Board Permanent Injunction	0	0	0	0	1
Restraining Order, Stipulated Agreement	0	0	0	0	0
Voluntary Surrender	0	0	1	0	3
Totals	50	55	57	57	123

Information based on Annual Reporting Year

Preneed Seller Annual Reporting	2011	2012	2013	2014	2015
Number of preneed contracts reported sold	14,269	14,858	15,359	17,231	16,926
Amount a face value of preneed contracts reported sold	\$68,882,512	\$74,641,102	\$118,431,797	\$125,794,913	\$100,127,973
Amount of annual reporting fees collected	\$513,684	\$534,888	\$552,924	\$620,318	\$609,336

(the data provided here is current as of the date it was assembled (01-2016)
and does not take into account late filings that occur after that date)

FUTURE NEWSLETTER PUBLICATIONS

Future newsletters will be posted to the board's website. To ensure you receive notifications of such publications, please visit the board's website at www.pr.mo.gov/embalmers and sign up to receive the board's news.

Please send your comments/suggestions regarding the newsletter to:
Executive Director, State Board of Embalmers and Funeral Directors
PO Box 423, Jefferson City, Missouri 65102

Or you can e-mail sandy.sebastian@pr.mo.gov or embalm@pr.mo.gov
Your comments/suggestions are welcomed and encouraged.